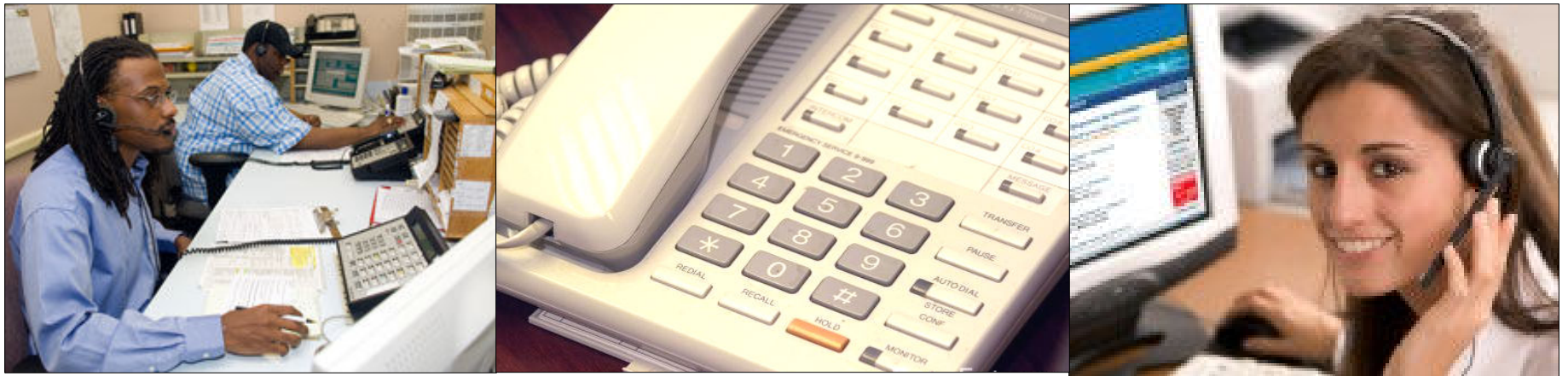


O-59-04-09

A Summary of the Anonymous Tip Line Ordinance



O-59-04-09: Anonymous Tip Line Ordinance

Why a Tip Line: Recommendations

“We recommend Metro establish a hotline for employees to report work related incidents and follow up on any complaints that arise.”

Auditor of Public Accounts, Crit Luallen

Report of the Audit of the Louisville/Jefferson County Metro Government Department of Housing and Family Services,

(Page 31, Finding 08-HFS02-02)

“Some sort of tip line or fraud line is needed”

“They have been generally proved to be very beneficial”

Bill Meyer III, Strothman & Co.

Courier Journal Article, *City Urged to add tip line* (April 9, 2009)

“Effective Ethics Programs include a reporting system that facilitates anonymous reporting, and provides 24/7 coverage”

Office of the Internal Auditor, Mike Norman

Louisville Metro Government: Ethics Program Report (Page 18 & 19)

The background of the slide is a close-up, slightly blurred image of a white telephone keypad. The keypad features standard numeric keys (1-9, 0, *, #) and several function keys like 'TRANSFER', 'STOP', and 'HOLD'. The lighting is soft, creating a professional and clean aesthetic.

O-59-04-09: Anonymous Tip Line Ordinance

Why a Tip Line? Results

71% of tip line calls were the first notification of an issue

65% of tip line calls warranted an investigation

10% of tip line calls involve corruption or fraud

Nearly 50% of investigated tips resulted in corrective measures

54% of tip line callers prefer not to give their names when making a report

*Source: Association of Certified Fraud Examiners (ACFE) Web-Site

O-59-04-09: Anonymous Tip Line Ordinance

Who uses a 3rd Party Tip Line?

More than 550 government and quasi-governmental organizations use 3rd party anonymous tip lines. Countless business and non-profit groups also use such technology to ensure that employees and citizens have an outlet to report suspicious activities.

Cities that use 3rd Party Anonymous Tip Lines Include:

Atlanta, GA

Los Angeles, CA

San Diego, CA

Milwaukee, WI

Orlando, FL

Tulsa, OK

Mobile, AL

Irvine, CA

San Francisco, CA

Richmond, VA

Sioux Falls, SD

Toronto, Canada

Other Government Organizations that use Tip Lines Include:

States: Texas, Alabama, Illinois, California, Maryland

Quasi-Governmental Entities: Amtrak, DC Metro Sewer District, US International Trade Commission, Allegheny Airport Authority, Wisc. Housing and Economic Dev. Auth.

O-59-04-09: Anonymous Tip Line Ordinance

Why a 3rd party instead of in-house?

Experience: 3rd party providers have call agents that receive critical constant training on evaluating and directing calls. Call recipients receive a steady number of calls, are trained in case management work with various governments and have experience beyond what a single in-house call screener could obtain.

Cost Effective: Since multiple government groups use 3rd party tip lines, the cost of operating a 24 hours / 7 days a week hotline is cheaper than what it would cost a city to establish a similar line.

Flexible: There will be a collection of workers assigned to tips related to Louisville. These 3rd party providers have employees who are able to speak the various languages represented within the Louisville Metro Community.

Security: People are more willing to call a 3rd party tip line than one operated in house because they don't fear having their identity revealed. 3rd party operators give people a way to call back and become updated, while protecting their identity.

Recommended: 3rd party providers are the preferred choice for anonymous tip lines by fraud examiners and other audit related groups. The reason: the more confident people are in the tip-line the more likely they are to use it.

Accountability: There will be a central place for all calls to be received. The added oversight by the Internal Auditors Office to ensure action is taken on calls received.

O-59-04-09: Anonymous Tip Line Ordinance

How many 3rd Party Tip Line Vendors Exist?

There are dozens of vendors who provide third party anonymous tip-lines for governmental, non-profit and business organizations.

We have listed nine groups that are used by Local, State or Federal Government.

Business Controls, Inc.

Littleton, Colorado www.businesscontrols.com

Ethical Advocate

Chapel Hill, NC

www.ethicaladvocate.com

EthicsPoint, Inc.

Portland, OR

www.ethicspoint.com

Global Compliance Services, Inc.

Charlotte, NC

www4.globalcompliance.com

Lighthouse Services, Inc.

Lower Gwynedd, PA

www.lighthouse-services.com

Management Communication Systems, Inc.

Minneapolis, MN

www.getintouch.com

National Hotline Services

Fredericksburg, VA

www.hotlines.com

The Network, Inc.

Norcross, GA

www.tnwinc.com

Silentwhistle

South Jordan, Utah

www.allegiance.com

O-59-04-09: Anonymous Tip Line Ordinance

Contacting the Tip Line



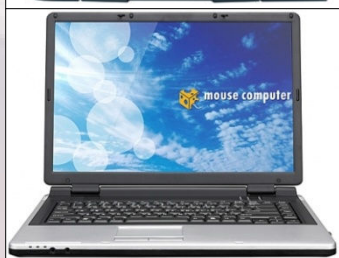
By Phone: Toll-Free Number



By Mail



By Fax



By e-mail / Web-site

O-59-04-09: Anonymous Tip Line Ordinance

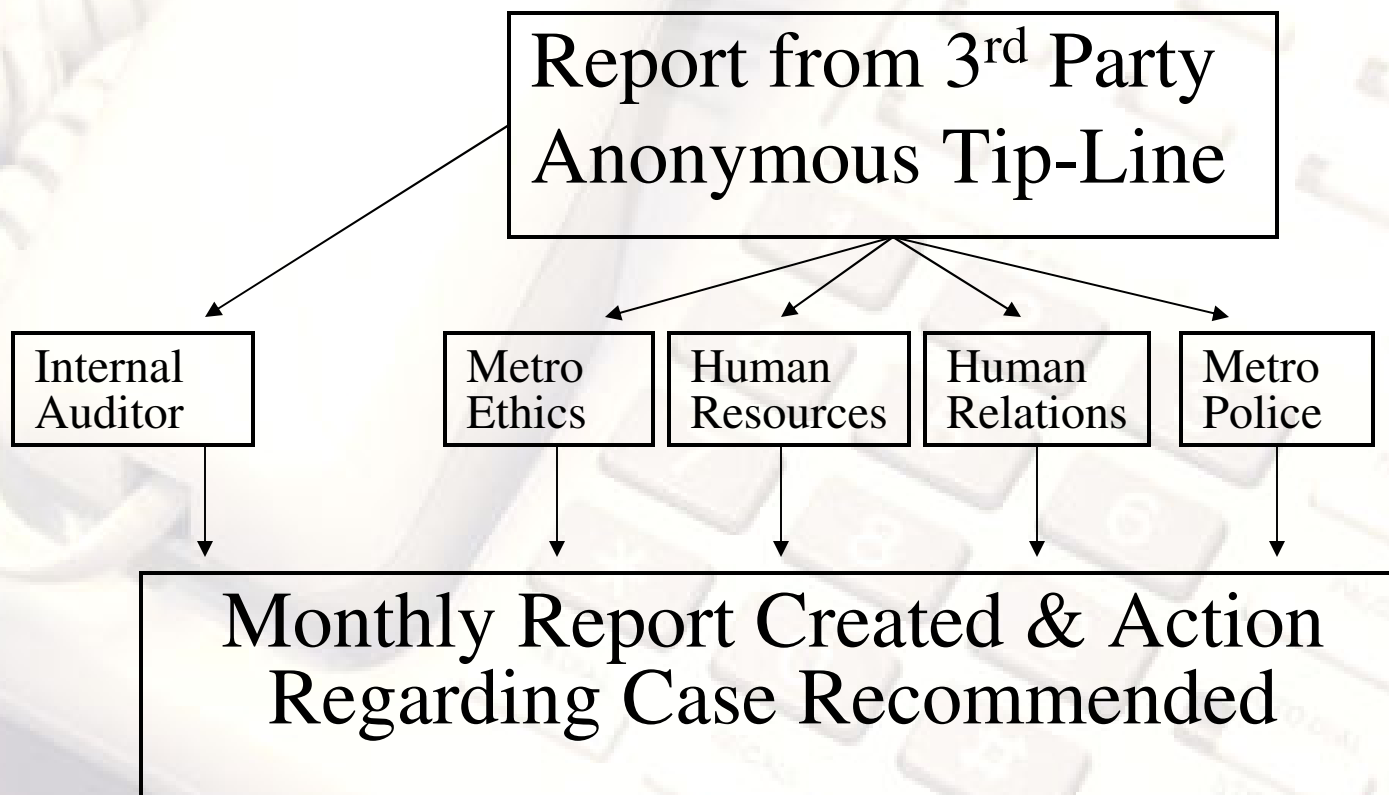
When contacting the Tip Line:



- Phones are staffed 24/7
- Phones are answered by real people
- Employees are professionally trained and able to assist non-English speaking callers
- All callers will receive a tracking code / case number for follow-up or further information

O-59-04-09: Anonymous Tip Line Ordinance

Tip Line Routing Configuration:



SAMPLE OF A POTENTIAL MONTHLY TIP LINE REPORT

O-59-04-09: Anonymous Tip Line Ordinance

3rd Party Anonymous Tip Line: Monthly Report

| Date of Origin | Report / Case # | Issue Type | Department Involved | Sent To for Investigation | Sent Date | Outcome | Status | Date Resolved | Disposition | Result |
|----------------|-----------------|-----------------------------------|----------------------|--------------------------------|-----------|---------------------------|----------|---------------|-------------|------------|
| 2/7/08 | 30207316 | Accounting / Audit Irregularities | Public Works | Internal Audit | 2/7/08 | | Pending | | | |
| 5/10/08 | 30210247 | Customer Relations | Parks | Human Relations | 5/11/08 | | Pending | | | |
| 5/11/08 | 302110180 | Discrimination | Housing | Human Relations | 5/11/08 | | Pending | | | |
| 7/22/08 | 302110180 | Sexual Harassment | Economic Development | Human Resources | 7/23/08 | | Pending | | | |
| 9/10/08 | 302110188 | Falsification of Records | Inspections | Metro Police | 9/11/08 | No Action Taken / Unfound | Resolved | 9/13/08 | Cleared | No Penalty |
| 11/3/08 | 302111021 | Conflicts of Interest | Legislative | Internal Audit | 11/4/08 | | Pending | | | |
| 1/5/09 | 302122011 | Discrimination | Waste Management | Human Relations | 1/6/09 | Corrective Action Taken | Resolved | 1/25/09 | Disciplined | \$0.00 |
| 2/10/09 | 310222822 | Workplace threats | Facilities | Human Resources / Metro Police | 2/10/09 | | Pending | | | |

SAMPLE OF A POTENTIAL MONTHLY TIP LINE REPORT

O-59-04-09: Anonymous Tip Line Ordinance

Guests invited to speak on the usefulness of 3rd Party Tip Lines:



Mr. Jerry Batson
Forensic Services Director, Chilton and Medley
ACFE Representative



Mr. Eddie Muns
Director of Accounting
Jefferson County Public Schools